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Docket No. AUS92001824US1 Serial No. 10/015,380 Atty: AJP

Applicant: BROWN ET AL

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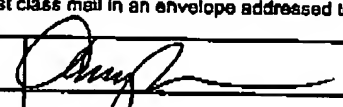
Fees: Amendment ☒ Notice of Appeal ☐ Appeal Brief ☐ Other ☐

PTO/SB/21 (09-04)  
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<b>TRANSMITTAL FORM</b>	Application Number	10/015,380	
	Filing Date	12/12/2001	
	First Named Inventor	Brown et al.	
	Art Unit	2845	
	Examiner Name	Allan Hoosain	
(to be used for all correspondence after initial filing)		Attorney Docket Number	AUS920010824US1
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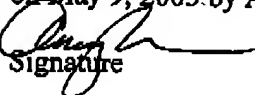
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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Brown et al. Serial No.: 10/015,380 Confirmation Number: 2840 Filed: 12/12/2001 Title: Managing Caller Profiles Across Multiple Hold Queues According to Authenticated Caller Identifiers Atty Docket: AUS920010824US1	: Before the Examiner: : Allan Hoosain : Group Art Unit: 2645 : IBM Corporation (c/o Amy J. Pattillo) : P.O. Box 161327 : Austin, Texas 78716 : 512-402-9820 vox : 512-306-0417 fax
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Date

## REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111

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P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

AUS920010824US1

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PATENT  
10/015,380

**A. INTRODUCTORY COMMENTS**

Responsive to the Office Action of February 9, 2005, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

**Amendments to the Specification begin on page 3.**

**Amendments to the Claims begin on page 4.**

**Arguments begin on page 11.**

AUS920010824US1

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